

JOB DESCRIPTION

Job Title:	Senior Engineer (Unified Communications)
Department / Business Unit:	BTS, Business Technology Services
Location:	Cambridge
Reports to (job title):	Systems Team Leader

JOB PURPOSE

Be the escalation point within the team for any technical matters and guide the team on all the technologies owned by the team. Support the Team Leader in managing a team of highly skilled technical resources effectively.

PRINCIPAL ACCOUNTABILITIES

- Be the Technical Lead and help the Team Leader manage Day to day support provision – Ensure the team provides appropriate second/third line support for technologies that the team owns within agreed SLAs. This may be out of hours.
- Help the team to define ownership for all technologies that are managed by the team. Take an active part in creating roadmaps and vision documents for all applications.
- Advise the Team Leader to manage the deliverables, well-being and career progression of the team members
- Take the lead role to manage and prepare for implementation projects in the operational/support environment including evaluation, feasibility, technical investigations, pilots, proof of concepts, training and education
- Provide expert advice to Line Management on technical capabilities of IT products within operational support environment, in order to assess the feasibility of proposed project to determine appropriateness of IT solutions and to maintain alignment with the wider technical framework
- Be the initial point of technical escalation from the team and advise team on handling customer escalations
- Help ensure that best practice is applied and maintained in all aspects of Service and support. Help line manager with planning activities for the next financial year to feed into the budgeting process.

KNOWLEDGE, SKILLS AND EXPERIENCE

- Qualifications
- Educated to a degree level or equivalent real life experience (Required)
- ITIL v3 Foundation (ideal)
- Microsoft Specialists certification in Lync 2013 (Preferable)
- MCSE – Exchange Server 2013 (Preferable)
- CCNP voice



Skills

- Financial and budget awareness
- Excellent communication and interpersonal skills with good customer focus
- Ability to design applications with a strong End User focus
- Analytical and logical thinking process
- Leadership skills

Experience

- Experience in the following areas:
- Proven Unified Communications experience in mid-sized enterprise
- Extensive experience and working knowledge of Microsoft Server technologies
- Extensive experience of Exchange 2013, Lync 2013 and Skype for Business.
- Working knowledge of Collaboration tools including SharePoint, Yammer, Webex, Vidyo
- Previous working experience of Cisco telephony
- Experience of an O365 environment
- Good understanding of Service Management processes

Behaviours

- A technologist who can work without supervision
- Sets a high performance standard
- Can evidence possession of corporate values of openness, innovation & improvement, collaboration and responsibility
- Can stay calm in high pressured situations
- Inspires confidence
- Confident